



November 13, 2009

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager

SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Storm Update
- Information Briefings for Council
- Update on Libraries & Museums
- Burglar Alarms Statistics
- Update on Video Cameras along High-Point Rd.
- Claudette Burroughs White Memorial
- Contact Center Feedback
- Plan to Address Criminal Activity in the Areas of 4608 Summit Ave. and 2602 McConnell Road

Storm Update

City staff monitored weather forecasts in anticipation of this week's storm, and crews were placed on-call to respond when needed. Specific pre-storm preparations included checking for blockages in storm water systems in flood-prone areas and cleaned them as necessary, placing the Fire Department's water rescue team on higher level of alert, and assuring chemical and fuel supplies were storm ready. Additionally, signs and markings crews set-out barricades and cones on the road side in flood-prone areas (about 12 locations) so the Police Department would have quick access when needed.

Storm Response Activity:

- Police personnel responded to numerous motor vehicle accidents involving both personal and property damage, and assisted with traffic control at flooded locations.
- Field Operations received approximately 25 "tree down" calls; all of which were cleared by end of business Thursday. Approximately 20 minor flood calls were received; no streets were closed by late afternoon.
- Six sanitary sewer overflows induced by infiltration and inflow were reported. The State informed us they expected a number of these overflows across storm-affected areas.
- Lake management is a concern. On yesterday we opened additional gates, or raised previously opened gates further, at both Brandt and Townsend. The goal was to achieve equilibrium (stop lakes from rising) as soon as possible without increasing discharge more than required. As of Thursday afternoon, it appears our efforts have mitigated damage downstream to construction on the dam.
- Signal crews responded to calls throughout the day for repairs to signal heads (twisted from the winds) and a folded traffic signal cabinet.

With the diminishing rain, we do not anticipate further flooding. However, staff will continue to monitor flood-prone areas. There is the possibility of more downed trees due to increased winds. As a result, residents should use caution in driving due to the rain and wind conditions. There may be additional sanitary sewer overflows. We expect lake management to be an hour-by-hour assessment and adjustment, but this presents no danger to residents.

Information Briefings for Council

I have scheduled the following subject-matter briefings as a platform to facilitate the upcoming City Council Work Session. The Work Session will be held on December 11 (6-9PM) & 12 (9AM to 3PM) at the Center for Creative Leadership. More details will be forthcoming.

- **Briefing on the Budget: Monday, November 23, 2009**
- **Briefing on Solid Waste Disposal: Monday, November 30, 2009**
- **Briefing on Economic Development AND Coliseum: Wednesday, December 2, 2009**
- **Briefing on Police: Tuesday, December 8, 2009**

All Briefings will be held in the **Plaza Level Conference Room of the Melvin Municipal Office Building from 5-6:30PM**. Please contact me with any questions.

Update on New Libraries & Museum Renovations

Benjamin Branch Library: Voters approved \$8.6 million in 2006 to improve 3 Greensboro Public Libraries. The 6,336 square foot Benjamin Branch Library built in 1970 will re-open on January 7, 2010 at 2 pm with new interior furnishings, new children's area and a new meeting room.

McGirt-Horton Library: The new 10,000 square foot facility for the McGirt-Horton store-front library in the Bessemer Shopping Center is under construction and projected to be complete in the summer of 2010. There will be a beam signing ceremony on December 4, 2009 at 4 pm. This library will be one of the first LEED Certified libraries in North Carolina. LEED stands for Leadership in Energy and Environmental Design and is concerned with many aspects of "green building".

Lake Jeanette Library: The new Lake Jeanette Library will replace the Northeast Branch Library which was closed in July, 2002. This project is currently underway and in the design phase. Construction documents should be complete in early spring of 2010 with construction underway in the summer. This library site is adjacent to the fire station at the corner of Bass Chapel and Lake Jeanette Roads.

Historical Museum: Voters in 2006 also approved \$5.3 million to renovate, restore and update exhibits at the Historical Museum. Currently the exhibits are in fabrication and the window restoration is beginning. Project completion is scheduled for early summer with a re-opening of the Museum in July of 2010.

Update on Burglar Alarm Statistics

Per Council's request, I am providing statistics regarding false burglar alarms from FY Y 06-07 through September 30, 2009. Also, attached is a memo from Police Chief Bellamy describing trends in this area.

Video Cameras along High Point Road

Council requested a report on the placements of video cameras along High Point Road. Attached is memo from Police Chief Bellamy outlining projected costs and timeline information.

Claudette Burroughs White Memorial

The East Market Street Development Corporation (EMSDC) Board of Directors approved the following recommendations as options for recognition of one of our most effective community leaders and former board members, Claudette Burroughs-White. The EMSDC Board of Directors wishes to extend thanks to the Greensboro City Council for its thoughtfulness to acknowledge in such a public manner the meaningful contributions made by Claudette Burroughs-White to the City of Greensboro.

Recommendations:

- 1) Rename the Market Street/US 29 Bridge the “Claudette Burroughs-White Bridge,” including proper signage. **Two bronze plaques (1 on each side) = \$10,000**
- 2) Visible recognition (i.e., a bust, plaque, etc.) in the median just beyond the Dudley-Lee Center (headed east). Prices vary with sculpture. **Rough estimate for bust & pedestal = \$15,000.**
- 3) Street name recognition in a section of East Market Street (i.e. “Claudette Burroughs-White Way”). This could be the beginning of a “Historical Avenue” that highlights accomplished African-American citizens of Greensboro. **Honorary Street name sign blades = \$1,600**
- 4) Sustainable annual financial support or scholarship funding for Black Child Development in honor of Claudette Burroughs-White.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of

Update: Criminal Activity at Tip Top Grocery (4608 Summit Ave.) and Mini Mart (2602 McConnell Road)

Chief Bellamy has prepared a 90-Day Strategic Plan to address criminal activity at these locations in the attached memos.

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POLICE

Date: November 2, 2009
To: City Manager
From: Chief of Police
Re: Follow-up, False Alarm Data

I have attached data showing burglary, robbery or panic alarm data for the fiscal years 2006 through the present.

The alarm program was implemented on July 1, 1989. National trends at the time indicated false alarms consumed a disproportionate amount of law enforcement resources. At the time the ordinance was discussed, Greensboro had experienced over 7,000 false alarms annually. Today that rate is over 12,000.

In 1989 the fee for the fifth and additional false alarms within one calendar year was established at \$50.00 per incident. That fee has not increased in the last twenty years and staff has asked to revisit this as a possible fee increase for the coming fiscal year. Comparisons with other cities indicate we are well below the established fees for other municipalities.

Please let me know if you need additional information.

Timothy R. Bellamy

Timothy R. Bellamy
Chief of Police

TRB/alh

City of Greensboro Police Department

Burglar Alarms Statistics for FY 06-07 through September 30th of FY 09-10

	YTD FY 09-10 (7/1/09 – 9/30/09)	FY 08-09	FY 07-08	FY 06-07
Total False Alarms	4,874	12,913	14,004	12,991
Commercial	2,873	7,768	8,570	8,362
Residential	2,001	5,145	5,434	4,629
Total Valid Alarms	47	82	180	220
Commercial	35	56	122	167
Residential	12	26	58	53
TOTAL Amount Billed	\$62,650	\$177,950	\$194,300	\$209,000
Commercial	\$58,300	\$165,300	\$179,900	\$192,400
Residential	\$4,350	\$12,650	\$14,400	\$16,600
TOTAL Revenue Collected	\$43,950	\$192,259	\$188,341	\$217,625
Collection Rate	70%	108%	97%	104%



POLICE

Date: November 2, 2009
To: City Manager
From: Chief of Police
Re: Follow-up: Surveillance Cameras on High Point Road

We received a quote from Windchannel Communications for a possible fixed surveillance camera project along High Point Road (see attachment). The total estimated cost is \$42,487.00. No funds were budgeted in this fiscal year in either Police or Information and Technology for this specific purchase.

Earlier this year the department moved forward with the purchase of four fixed cameras to be used in the Center City Business District. The most recent information from Duke Energy, IT and Transportation indicates we are still possibly a month away from installation. Before we move forward with an additional system purchase, I suggest we wait for the installation of the cameras along Elm Street and allow for a six month evaluation period to determine whether the cameras are cost-effective.

Please let me know if you need additional information.

A handwritten signature in black ink that reads 'Timothy R. Bellamy'.

Timothy R. Bellamy
Chief of Police

TRB/alh



WindChannel
Communications
3724 National Dr. Ste. 113
Raleigh, NC 27612
Ph: 919-524-6380
Fax: 404.477.2509
rchoplin@windchannel.com
Randy Choplin

Price Quotation

Date: Oct - 15th 2009
To: HighPoint Road: Fixed Camera Project

Quote No.: wc-6678

Product Number	Product Description	Unit Price	Qty	Extended Price
AXIS - 0279-004	AXIS 216MFD - VE Network Camera / With added Vandal Resistant Enclosure	1,125.00	8	9,000.00
VR-LAP1522AG-A-K9	Cisco Aironet 1522 AG 802.11a/g Mesh AP, with POE and Mount Included	2,435.00	5	12,175.00
Hyperl k1-4.9GHz	4.9 GHZ sector and Omni combo pak	655.00	5	3,275.00
Cisco DVR License	Cisco DCR unit license	225.00	8	1,800.00
VC-Cable / Electric	Indoor / Outdoor / Cat5 / Electrical Cableing / Conduit / Misc. Materials	855.00	4	3,420.00
VC-Install	Camera / Radio Installation day rate 5 days	1,650.00	5	8,250.00
Total				37,920.00
*Optional 1 Year Maintenance with next day on site replacement / Cisco Smartnet Maintenance				4,567.00
Total Price:				42,487.00

Assumptions:

Quote Valid Until :12-17-2009

Installation:On Request and Billable
Warranty:90 Days

Public Affairs Department Contact Center Weekly Report

Week of 11/2/09 – 11/8/09

Contact Center

5439 calls answered this week

Top 5 calls by area

<u>Water Resources</u>	<u>Field Operations</u>	<u>All others</u>
Balance Inquiry – 1159	Loose leaf collection - 237	Police/Watch Operations – 354
New Sign-Up - 195	Bulk Guidelines - 64	Warrants – 211
Bill Extension - 180	Appliance Pick-up – 55	Courts/Sheriff - 146
General Info. - 171	No Service/Green - 50	Landfill/Transfer/HHW – 74
Request to Cutoff - 131	No Service/Brown - 40	Online Payments - 60

Comments

We received a total of 7 comments this week:

- 1 comment for Executive

Email comment regarding the Moses Cone workers that resigned because they did not want to take the H1N1 vaccination. Customer feels that the City Council should make a public declaration condemning Moses Cone for requiring its workers to get the H1N1 vaccination and should ask for the employees to be reinstated. Customer said “In this country, we should have the right to dictate our own healthcare.”

- 3 comments for Field Operations

Customer called to thank City Services Rep. and Field Operations for quick response time. He had called to report that his yard was damaged by a garbage truck earlier that morning. About an hour later, a supervisor came by to talk to him about it. He was very appreciative.

Customer feels that residents need to be fined if they have leaves in the street that go down the storm drain. Thinks we should put a notice in the water bill advising people of this. Customer feels that guidelines should also be put in the newspaper. Customer is tired of people not following the rules.

Customer called to thank the street cleaning crew for picking up a dead deer on the road near the Transfer Station so quickly.

- 1 comment for Transportation

Customer called to thank GDOT for putting up signs in the Madison Ave. area.

- 2 comments for Water Resources

Customer called to check status of her account regarding an adjustment of her bill. She was given the adjustment information and wanted to thank everyone involved in the Contact Center “for great customer service and being a pleasure to work with in the face of a frustrating situation.”

Customer comment - “Not a very good policy to not knock on the door and let the occupant know you are going to shut their water off.”

Overall

Calls about loose leaf collection continued to increase as customers eagerly anticipate the start of the loose leaf collection. Calls to turn water service on and off also increased.

The week was busy for us. We answered over one thousand calls every day last week. Call volume was heavier during the beginning of week and remained steady for the remainder of the week.



City of Greensboro POLICE

Date: November 3, 2009

To: Chief of Police

From: Captain C.E. Cherry, Commanding Officer, Eastern Division

Subject: 90-Day Strategic Plan For The Tip Top Grocery (4608 Summit Avenue)

In October 2009, a public request was made for the Greensboro Police Department to address criminal activity at and around the Tip Top Grocery Store. The Tip Top Grocery Store is located at 4608 Summit Avenue. It is in the Eastern Division in zone 440 and tract 208.

In response to reports of continued criminal activity at the Tip Top Grocery Store, the Greensboro Police Department will implement a specialized plan. This plan, headed by the Eastern Division, will be directed at crime reduction, arresting offenders, improving the quality of life, enhancing perception and building upon community/police relationships. The planned outcome will be enhanced safety and positive perception within our community to include the Tip Top Grocery and surrounding areas.

From the time period of October 20, 2008 through October 20, 2009, there have been sixty-five (65) calls for service at the Tip Top Grocery. That is an average of less than six (6) calls per month and less than one (1) call per week. The breakdown is as follows:

Tip Top Grocery (4608 Summit Avenue)	
Count of Nature of Call	
Nature of Call	Total
911 UNKNOWN	3
ACCIDENT WITH PROPERTY DAMAGE	1
ANIMAL RELATED CALL	1
ARMED SUBJECT	2
ASSAULT (NO EMS NEEDED)	1
BURGLAR ALARM	4
BURGLARY FROM A MOTOR VEHICLE	1
BURGLARY OF A RES/BUS	2

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CRIME SCENE INVESTIGATOR CALL	6
DISCHARGE OF FIREARM	1
DISORDERLY SUBJECT OR CROWD	7
FOLLOW UP	2
LARCENY - SHOPLIFTING	1
NARCOTICS VIOLATION	4
ROBBERY ALARM (BUSINESS ONLY)	2
ROBBERY OF BUSINESS	2
ROBBERY OF PERSON	1
SUSPICIOUS ACTIVITY	9
SUSPICIOUS SUBJECT	7
TRESPASSER	8
Grand Total	65

Also, of the sixty-five (65) calls for service, in the same time period, seven (7) of the calls were actual reportable offenses. They are as follows:

20090117353	1/17/2009	ROBBERY - INDIVIDUAL	4608 SUMMIT AV	P208	P440
20090220046	2/20/2009	BURGLARY - FORCIBLE ENTRY - NONRESIDENCE	4608 SUMMIT AV	P208	P440
20090312337	3/12/2009	BURGLARY - FORCIBLE ENTRY - NONRESIDENCE	4608 SUMMIT AV	P208	P440
20090503205	5/3/2009	ROBBERY - COMMERCIAL	4608 SUMMIT AV	P208	P440
20090529372	5/29/2009	DRUG LAW - SALE MARIJUANA	4608 SUMMIT AV	P208	P440
20090830087	8/30/2009	LARCENY - FROM MOTOR VEHICLE	4608 SUMMIT AV	P208	P440
20090930214	9/30/2009	ROBBERY - COMMERCIAL	4608 SUMMIT AV	P208	P440

In the same time period, October 20, 2008 through October 20, 2009, five (5) arrests have been made, with the criminal act originating at the Tip Top Grocery Store. Three (3) arrests for Second Degree Trespass, one (1) arrest for Possession with intent to Sell and Deliver a Controlled Substance, and one (1) arrest for Robbery with a Firearm or Other Dangerous Weapon.

Based upon the preceding information and continued community requests, the **90-Day Tip Top Grocery Strategic Plan** has been devised and the following strategies regarding the Plan will be implemented:

- Eastern Division Command Staff and the Community Resource Team Supervisor met with the Tip Top Grocery management. This meeting was to inform management of the Community's concerns, police response and to exchange information. Additional meetings will occur as necessary.


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Timothy R. Bellamy, Chief of Police



City of Greensboro POLICE

- Continued utilization of the on-line trespass list, which provides officers the ability to arrest "banned subjects" from the Tip Top Grocery Store property, during and after business hours.
- The Eastern Division Community Resource Team (CRT) will conduct special operations to address open air narcotic sales and quality of life issues, as warranted.
- The Tip Top Grocery location has been entered as a service complaint location in the Eastern Division. Patrol supervisors will utilize special assignments to address quality of life issues and open air narcotic sales at and around the Tip Top Grocery. Regularly assigned zone officers will spend additional preventive time in the area of the Tip Top Grocery.
- Vice Narcotics Division will assist by assigning the Tactical Narcotics Teams to conduct enforcement and various operations as needed.
- Increased traffic enforcement within the 4400 to 4800 blocks of Summit Avenue, which will assist as a deterrent to any criminal element that is mobile, and increase visibility. Special Operations Division will provide assistance as available.
- Locations for the deployment of flash cameras are being considered.
- Beginning December 1, 2009, the Eastern Division's Score location will be the area of the Tip Top Grocery.
- A continued review of calls for service will occur.
- A monthly review of the plan will be conducted, and consideration of adjustments will be made.

By implementing this strategic plan, we can address criminal activity and perception in the community, and in the area of the Tip Top Grocery. Working together with the Community and other City departments will result in enhanced safety in this designated area.


Charles Cherry, Captain
Eastern Division, Patrol Bureau

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300 W. Washington Street • Greensboro, NC 27402
Timothy R. Bellamy, Chief of Police



City of Greensboro POLICE

Date: November 3, 2009

To: Chief of Police

From: Captain C.E. Cherry, Commanding Officer, Eastern Division

Subject: 90-Day Strategic Plan For The Mini Mart (2602 McConnell Road)

In October 2009, a public request was made for the Greensboro Police Department to address criminal activity at and around the Mini Mart Store. The Mini Mart Store is located at 2602 McConnell Road. It is in the Eastern Division in zone 410 and tract 141.

In response to reports of continued criminal activity at the Mini Mart Store, the Greensboro Police Department will implement a specialized plan. This plan, headed by the Eastern Division, will be directed at crime reduction, arresting offenders, improving the quality of life, enhancing perception and building upon community/police relationships. The planned outcome will be enhanced safety and positive perception within our community to include the Mini Mart and surrounding areas.

From the time period of July 1, 2009 through October 20, 2009, there have been two (2) calls for service at the Mini Mart. That is an average of approximately one (1) call every other month. The breakdown is as follows:

**Calls for Service: 2602 McConnell Rd.
July 1, 2009 - October 20, 2009
Information & Technology/Crime
Analysis**

NATURE	Total
MENTAL SUBJECT/COMMIT SERV	1
SUSPICIOUS SUBJECT	1
Total	2


In the same time period, July 1, 2009 through October 20, 2009, no arrests have been made.

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Based upon continued community requests, the **90-Day McConnell Road Mini Mart Strategic Plan** has been devised and the following strategies regarding the Plan will be implemented:

- Eastern Division Command Staff and the Community Resource Team Supervisor met with the Mini Mart Grocery management. This meeting was to inform management of the Community's concerns, police response and to exchange information. Additional meetings will occur as necessary.
- Implementation of a Mini Mart trespass list, which provides officers the ability to arrest "banned subjects" from the Mini Mart Store property, during and after business hours.
- The Eastern Division Community Resource Team (CRT) will conduct special operations to address open air narcotic sales and quality of life issues, as warranted.
- The Mini Mart location has been entered as a service complaint location in the Eastern Division. Patrol supervisors will utilize special assignments to address quality of life issues and open air narcotic sales at and around the Mini Mart. Regularly assigned zone officers will spend additional preventive time in the area of the Mini Mart.
- Vice Narcotics Division will assist by assigning the Tactical Narcotics Teams to conduct enforcement and various operations as needed.
- Increased traffic enforcement within the 2600 block of McConnell Road, which will assist as a deterrent to any criminal element that is mobile, and increase visibility. Special Operations Division will provide assistance as available.
- Locations for the deployment of flash cameras are being considered.
- The Eastern Division's current Score location is the area of the Mini Mart.
- A continued review of calls for service will occur.
- A monthly review of the plan will be conducted, and consideration of adjustments will be made.

By implementing this strategic plan, we can address criminal activity and perception in the community, and in the area of the Mini Mart Grocery Store. Working together with the Community and other City departments will result in enhanced safety in this designated area.


Charles Cherry, Captain
Eastern Division, Patrol Bureau

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